

# Financial Services Guide

GEM Advisers Pty Ltd is a Corporate Authorised Representative (No 337432)  
of My Adviser Pty Ltd ABN 80 065 370 354  
Australian Financial Services Licence 238307

Version 3.1

We are required by law to provide you with this Financial Services Guide (FSG).  
It contains important information about the services we offer, how we are paid,  
any potential conflicts of interest and about dispute resolution.

## Why have you been given a Financial Services Guide?

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This guide will help you to decide whether to use our services. Before you use our services we will explain:

- Who your Planner is and how your Planner can be contacted.
- What services and products My Adviser authorises your Financial Planner to provide.
- How My Adviser, your Financial Planner, and any other relevant parties are paid.
- Who to contact if you have a complaint about your Financial Planner or the services provided

### **Other important documents that you will be given if you receive advice from us Statement of Advice**

You will receive a Statement of Advice (SoA) for any advice you receive that takes your personal objectives, financial situation or needs into account. This SoA is an important document as it sets out what your Planner is recommending and why this advice is suitable and appropriate for you. There will be enough detail for you to make a decision about whether to act on the advice.

### **Product Disclosure Statement**

If a particular financial product is recommended to you (other than listed shares) you will be provided with a Product Disclosure Statement (PDS). A PDS will also be provided if you instruct your Planner to transact on your behalf and place a financial product without providing personal advice. The PDS contains information about the particular financial product to help you make a decision about that product.

## Who will be providing you with financial services?

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By law anyone who advises you, or promotes financial products to you, must hold an Australian Financial Services (AFS) Licence or be authorised by an AFS Licensee. My Adviser Pty Ltd is the holder of an AFS Licence (AFS Licence No 238307) and is responsible for the financial product advice given to you.

Your Financial Planner is an authorised representative of My Adviser who provides services on My Adviser's behalf. My Adviser is a Principal Member of the Financial Planning Association of Australia Ltd (FPA), the professional association for qualified financial planners in Australia, and is committed to the FPA's Code of Ethics and Rules of Professional Conduct. My Adviser Pty Ltd is privately owned - no shares are held by any bank, life insurance company or associated company.

## What services and products can your Financial Planner provide?

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Your Financial Planner is qualified and authorised to provide you with personal financial advice that is tailored to your needs, objectives and financial situation.

In order to provide you with appropriate advice, your Financial Planner will ask you to provide information about:

- Your personal circumstances
- Details of your current financial situation and
- Other relevant matters

You have the right not to disclose all information, but your Financial Planner may not be able to provide advice that is appropriate to your needs, objectives and financial situation without it.

You should read the warnings contained in any documentation carefully before making any decision relating to a financial product.

Your Financial Planner is authorised to provide personal financial advice on the following:

- Investment and Retirement Planning
- Personal and Employer Superannuation and Rollovers
- Self Managed Super Funds – investment management and risk strategies
- Information on Centrelink Benefits
- Information on Veteran's Affairs benefits
- Portfolio review service
- Margin Lending
- Securities (e.g. shares and debentures)
- Managed Funds (e.g. unit trusts)
- Deposit products (e.g. term deposits, savings accounts)
- Government debentures (e.g. stocks and bonds)
- Life Insurance (e.g. income protection, trauma and life cover)

#### **How advice must be provided**

Personal financial advice will be provided to you in writing (in an SoA) only after your Planner has reviewed the information you provide to us and has carefully considered your financial goals.

#### **Limits on the advice that can be provided**

When making recommendations to you, tax, social security and estate planning issues can be discussed but we are not authorised to give advice relating to these issues. If you want detailed advice you should consult a specialist in those areas.

#### **Can you make a transaction without receiving personal financial advice?**

Yes, we can take your instructions to transact on your behalf and place a financial product without providing personal financial advice.

#### **How do you provide instructions to your Planner?**

Generally we need you to instruct your Planner in person, as your signature will be required for verification. However, for some products and services it is possible for special arrangements to be put in place where instructions can be given to your Planner by fax, phone or e-mail.

#### **What personal information is maintained in your file and is it kept secure?**

Your Planner must keep a record of your personal details. This must include details of your personal needs, objectives and financial situation and a record of any advice given to you. My Adviser Pty Ltd is committed to ensuring the privacy and security of your personal information. As part of our continuing commitment to client service and maintenance of client confidentiality, we have adopted the principles set out in the Privacy Act. For further details please refer to the My Adviser's Privacy Policy at [www.mya.com.au](http://www.mya.com.au). If you wish to examine your file, please ask your Financial Planner.

#### **Will your portfolio be reviewed?**

We recommend that you review your financial situation every 12 months or whenever your personal or financial circumstances change. It is your responsibility to initiate the review process. If you would like a review, or you have any concerns, please contact your Financial Planner.

You will, of course, receive regular information from the product providers about the value and performance of your investments, as well as details of any insurance policy cover.

## What does My Adviser pay your Planner?

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The exact amounts payable to My Adviser and your Planner will be disclosed in your SoA, if possible. If it is not possible to calculate these amounts at the time the SoA is given, the method of calculation will be demonstrated in the SoA.

My Adviser and your Planner maintain public registers of Alternative Forms of Remuneration listing sums of \$300 or equivalent value received from product and service providers whose products or services My Adviser Planners may recommend. A copy is available for inspection by contacting:

My Adviser Pty Ltd  
Ground Floor, 10 Marine Parade,  
SOUTHPORT QLD 4215  
Telephone : 07 5667 7543  
Facsimile : 07 5591 5244

## What should you do if you are not happy with the service?

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If you are not happy with the services provided or your Planner, please:

- Contact your Planner and discuss your complaint.
- If your complaint is not satisfactorily resolved within 3 working days, please contact by telephone or in writing:

The Complaints Manager  
My Adviser Pty Ltd  
Ground Floor, 10 Marine Parade,  
SOUTHPORT QLD 4215  
Telephone : 07 5667 7543  
Facsimile : 07 5591 5244

We will aim to resolve your complaint quickly, fairly and within prescribed time frames. If you are still not satisfied, you have the right to refer the matter to Financial Ombudsman Service Limited (FOS), of which My Adviser is a member. FOS can be contacted on 1300 780 808.

My Adviser holds Professional Indemnity Insurance as required by law.

**If you have any further questions about the financial services My Adviser provides, please contact your Planner whose details are contained in the insert to this Guide.**

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## Who is your Financial Planner and how can they be contacted?

### **Justin Medcalf**

ASIC Authorised Representative Number 319017

Justin has had a diverse background in the financial planning industry dating back to 2003. This experience ranges from early roles constructing financial plans, to the training of over 350 financial planners, to the respected role as a Compliance Development Manager.

This past has visibly established Justin with a great knowledge of the industry and how we at GEM can help affectively meet your goals and objectives while making a better planet.

Justin holds a Bachelor of Commerce Degree in Accounting, an Advanced Diploma in Financial Services, is a Justice of the Peace, a Fellow of the Centre for Sustainability Leadership and certified by the Responsible Investment Association of Australasia.

Justin has achieved the level of education required to comply with the requirements of ASIC Regulatory Guide 146.

His contact details are:

Address: Suite 4A1, 410 Elizabeth Street SURRY HILLS NSW 2010

Postal: PO Box 194, ENMORE NSW 2042

Telephone: (02) 8003 3960

Mobile: 0422 929 808

Email: [info@gemadvisers.com.au](mailto:info@gemadvisers.com.au)

Website: [www.gemadvisers.com.au](http://www.gemadvisers.com.au)

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## What fees and commissions are paid to My Adviser?

### **What are the costs involved in obtaining advice and to whom are they paid?**

A range of fees and commissions may be paid for the advice you receive and the financial products used. These fees and commissions are paid to My Adviser as the Licensee and are not paid directly to your Financial Planner.

The types of payments are outlined over page. Before providing any financial advice your Planner will discuss these options with you and help you select the payment method that suits you best. In all cases, details of payment required for the services provided will be given to you at the time of any personal financial advice or when executing a transaction on your behalf. All fees detailed over page are inclusive of GST (where applicable).

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## **Fee for Service Provided**

Under this method of payment, there are set fees for each service provided to you.

- You may be charged a fee up to \$220 per hour for consultation, advice, implementation and review
- There is a fee of up to \$2,200 for the consultation and preparation of your Statement of Advice.

GST is included in the above fees. You will be provided with a tax invoice for the service provided and you will need to provide a cheque or money order payable to My Adviser in accordance with the invoice. Direct Deposit is also available.

## **Hourly Rate Direct Charges**

Your Planner may charge an hourly rate for financial services. The rate is up to \$220 per hour or part thereof. Part or all of the initial commissions received from a product provider may be rebated to you if this charging option is used. Before going ahead you will be given an estimate of the time that your Planner will need. Under this fee structure, you will be given a tax invoice for the service provided. Payment is made to My Adviser in accordance with the invoice.

## **Commissions & Planner Service Fee**

Under this method of payment, My Adviser receives a commission directly from the product provider. This commission is based on a percentage of the funds you invest or the premiums you pay. Commissions are not paid directly by you, but are deducted from the investment or premium by the product provider.

These commissions fall into two general categories:

- **Initial Commission** - This is a one off commission paid at the start of an investment or insurance policy. The initial commission on an investment product, including superannuation, can be up to 5.5% (GST inclusive) of the investment amount. The initial commission on an insurance product can be up to 125% (GST inclusive) of the first year's premium.

For example, for an investment of \$10,000 in a product with an initial commission of 5.5%, My Adviser will receive an upfront commission of \$550. For a first year premium of \$1,000 on an insurance product with an initial commission of 125%, My Adviser will receive an upfront commission of \$1,250.

- **Ongoing Commission** - This is paid every year in which the investment or insurance policy is maintained, as part of the product provider's ongoing charges. The ongoing commission on investment products, including superannuation, can be up to 1.1%pa (GST inclusive) of the investment amount. The ongoing commission on insurance products can be up to 38.5%pa (GST inclusive) of the renewal premium.

For example, for a continuing investment of \$10,000 in a product with an ongoing commission of 1.1%, My Adviser will receive \$110 every year that the investment is maintained. For a renewal premium of \$500 on an insurance product with an ongoing commission of 38.5%, My Adviser will receive \$192.50 every year that the insurance policy is maintained.

The Planner Service Fee is a fee agreed between you and your Planner for their ongoing advice and service. It is paid to My Adviser, and My Adviser may pay part or all of the fee to your Planner.

Some products offer the option to deduct the Planner Service Fee from your funds on a periodic basis. If this fee is to apply to you, it will be fully detailed in your SoA.

## **Are fees paid for referrals?**

If you have been referred to us by someone else, or if we refer you to someone else, My Adviser or the Planner may pay them a fee or commission, or may receive a referral fee. The SoA will disclose these referral payments and the amounts paid.